

## Kiddy Academy Complaints Procedure

As a registered Private Day Nursery we aim to work in close partnership with all parents, to meet the needs of their children. If there is any aspect of our service that you are not happy with would you please bring it to our attention. This could be done verbally and every effort will be made to resolve the issue through frank and open discussion. If you prefer, you can put the complaint formally in writing or by email to us. We use the Provider Complaints Record which is available on the Ofsted website at [www.ofsted.gov.uk](http://www.ofsted.gov.uk) to record any complaints. We will keep a written record of all complaints. It will remain confidential unless an Ofsted inspector asks to see it.

I will record the following:

1. Name of the person making the complaint.
2. The national standard(s) to which the complaint relates.
3. The nature of the complaint.
4. Date and time of the complaint.
5. Action taken in response to the complaint.
6. The outcome of the complaint investigation (for example the ways the service has improved).
7. Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

We will also keep a summary of complaints to provide on request to any parent of a child for whom we provide care for and Ofsted. This summary will not include the name of the person making the complaint.

Records will be kept for 10 years.

If the Parent was still dissatisfied and felt the need to take their complaint further they can contact Ofsted directly via

Email: [enquiries@Ofsted.gov.uk](mailto:enquiries@Ofsted.gov.uk)

Tel: 0300 123 1231

Write:

The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD



Childcare at its Best

Review date: 16.01.18	Date of next review: 16.01.19

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